

Overview

This standard is about how you prepare and serve beverages from a specialist coffee station. It covers how you interact with your customer to determine their requirements, how you make and present a variety of drinks, such as coffee, tea, hot chocolate and smoothies. This standard focuses on the technical knowledge and skills required to prepare and serve beverages from a specialist coffee station; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: Maintain basic food safety in catering Maintain food safety in a hospitality environment Provide basic advice on allergens to customers Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: Prepare and serve beverages from a specialist coffee station

Performance criteria

You must be able to:

1. Acknowledge your customers and provide them with assistance as necessary
2. Make sure your customers have the correct information and menu to choose from
3. Provide your customers with accurate information which enhances their experience, answering questions and promoting your company's products and services
4. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
5. Offer accompaniments appropriate to the beverage ordered
6. Prepare beverages using the recommended measures, techniques and equipment in a timely manner and according to your workplace procedures
7. Keep the preparation / service area and equipment clean and tidy and free from rubbish and debris.

Knowledge and understanding

You need to know and understand:

1. Safe and hygienic working practices when preparing and serving beverages from a specialist coffee station
2. Where and from whom relevant health and safety and food safety legislation can be obtained
3. Why it is important to give customers accurate information about the ingredients, basic characteristics, appropriate accompaniments and strength of their drink
4. Why it is important to give customers accurate information about special offers and promotions
5. Why it is important to understand the range of beverages on your menu
6. The correct method and temperature for steaming milk and the techniques required to prepare a range of coffee based beverages
7. The range of tea products available, their production methods and how this affects their characteristics and flavours
8. What the techniques and temperatures are for preparing and serving the range of tea products
9. The correct method for preparing and serving hot chocolate
10. What a smoothie is and the techniques required to produce one
11. Why and to whom all customer incidents should be reported
12. The types of problems that may occur when preparing and serving beverages and how to deal with these

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Scope/range

1. Coffee
 - 1.1 espresso
 - 1.2 americano
 - 1.3 cappuccino
 - 1.4 latte
 - 1.5 mocha
 - 1.6 flat white
2. Tea
 - 2.1 black tea
 - 2.2 green tea
 - 2.3 white tea
 - 2.4 oolong tea
 - 2.5 herbal / fruit infusions
3. Hot chocolate
 - 3.1 powder
 - 3.2 syrup
4. Smoothies
 - 4.1 fresh fruit based
 - 4.2 syrup based
5. Service items
 - 5.1 crockery
 - 5.2 cutlery
 - 5.3 glassware
 - 5.4 disposable cups / lids
 - 5.5 napkins
 - 5.6 stencils
6. Accompaniments
 - 6.1 milk
 - 6.2 cream
 - 6.3 sugar
 - 6.4 dusting powder
 - 6.5 marshmallows
 - 6.6 syrups

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Prepare and serve beverages from a specialist coffee station

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